CNSW
COLLEGE OF NEW SOUTH WALES

ATTENDANCE MONITORING PROCEDURE

PURPOSE	This procedure is implemented to ensure that students, especially international students, comply with the attendance requirements of the National Code 2018. Changes to this procedure may only be made upon approval of the **Training Manager** and CEO.
ROLE UNDERTAKING TASK	Training Team
DOCUMENT UPDATE	June 2023

STEP 1 – Identifying at risk Students		
No.	**Who**	**Actions**
1.1	**Training Team**	a. Trainers will take attendance twice for every face-to-face session: at the beginning of a session, and then again, before the session ends. b. Tally the attendance and absences of every student at the end of every week.
1.2	**Training Team**	c. Any student who has missed 20% or more of the required contact hours for his/her respective course will be considered "at risk" of breaching the 80% attendance requirement. Trainers will identify these students to the Training Manager. d. Additionally, any student who has been absent for five consecutive days will be contacted and asked to explain the reasons for his/her absence. Explain that this will be done in order to keep the Student's attendance record from falling below the 80% threshold.
STEP 2 – Intervention Strategy		
No.	**Who**	**Actions**
2.1	**Training Manager / Student**	a. If a Student has been determined as not meeting the attendance requirements of 80%, the training manager will notify him/her through email. b. The training manager will invite the student for a dialogue, in order to determine the reason for the student falling behind and determine with the student the intervention strategy to be implemented. c. The overseas student may be accompanied by a support person at this face-to-face meeting. Intervention strategies should be tailored to suit each individual student's needs, it may include: 1) attending tutorial or study groups; 2) receiving individual case management; 3) counselling or support meetings with Trainer and Assessor / Training Manager; or 4) transition support;

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		○ accommodation problems; ○ cultural shock, home sickness; ○ local customs and etiquette; ○ balancing work commitments and studies 5) study skills support ○ time management; ○ assessment expectation; ○ class attendance and participation; ○ reading and note taking skills; ○ academic referencing and plagiarism; ○ research, web searching, and library skills and more. d. Record the intervention strategy agreed upon in the **International Student Intervention Strategy Form** and notify the student that unsatisfactory attendance will lead to the international student being reported to DIBP which may lead to the cancelation of his or her visa, depending on the outcomes of any appeals. e. Before completing documentation, the training team will present the proposed intervention strategy to the student through the **International Student Intervention Strategy Form.**
2.2	**Student**	f. The student must review the intervention strategy, and if he/she agrees with the provisions outlined in the strategy, he/she must click on "agree" before submitting the form to the training team. The strategy will then be included in the student's file. **Note:** Documentation will not be complete until the student agrees with the proposed intervention strategy.
2.3	**Training Team**	g. The trainers will continue to monitor the attendance of the international student following an intervention strategy and advise Training Manager of the outcomes of the intervention. h. Schedule the intervention strategy review 4 weeks after the initial consultation.
STEP 3 – Reporting "At Risk" Students		
No.	**Who**	**Actions**
3.1	**Training Manager**	a. If after the intervention strategy has been implemented and reviewed and the student is still considered "at risk" a formal notification is sent to the student. b. The notification must remind them that if his/her attendance record falls below 80%, it will have to be reported to the Secretary of the Department of

		Education, who will, in turn, report it to the DIBP. This can affect the validity of his/her student visa. c. The notice must state that the Student has 20 working days to initiate the complaints and appeals process. The 20-day period will begin one working day after the notice has been sent.
3.2	**Student**	d. A student may contend his "at risk" status by initiating the complaints and appeals process. He will be given 20 working days to file an appeal, the first of which will begin on the next working day after the notice has been sent. e. If, after receiving the notice, the student does not initiate the complaints and appeals process; or if he/she initiates the process, but later withdraws; or if the process was concluded in favour of **College of New South Wales**, then the Student's attendance record will be reported to Department of Education as soon as it falls below 80%.
3.3	**Training Manager**	f. After the attendance record has been reported, inform the Student that he/she needs to seek advice from DIBP. If he/she fails to do so after 28 days, the validity of his/her visa will be automatically cancelled.

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VERSION CONTROL

Version Control Table			
Date	**Summary of Modifications**	**Modified by**	**Version**
15/02/2018	Document Creation	College of New South Wales	v. 1.0
21/06/2023	Document review and amendment of contact details	College of New South Wales	V.1.1

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